To **<the landlord or letting agency name>**

I’m contacting you regarding the property at **<address>**. I’m making a complaint about your refusal to allow me to view or rent the property.

I requested a viewing on **<date you asked to view the property>**. At this stage, you have not allowed me to view or rent the property. I believe you're discriminating against me because I get benefits.

You stated: **<delete any of these that do not apply>**

- no DSS or no benefits in an advert for the property

- you do not rent to tenants who get benefits

- I would fail an affordability check because I get benefits

- the landlord mortgage terms do not allow tenants on benefits

- the landlord insurance terms do not allow tenants on benefits

**<include any other evidence you have of no DSS benefit discrimination>**

I have read my rights on the Shelter Scotland website. It’s discrimination refuse to rent to someone because they get benefits.

**<delete this paragraph if you’re sending it to a landlord>**

Letting agents must comply with the letting agent code of practice. Rules 22, 42 and 51 specifically relate to discrimination when advertising and renting out a property. By not giving me a viewing, you're failing to comply with some or all of these rules.

Please reply within 5 working days of receiving this and confirm that you will:

- allow me to view this property and consider me for a tenancy

- tell me about other similar properties you have available for rent

I look forward to hearing from you.

**<your name>**